



Prime Travel Benefit

Tidewater Military Health System Fiscal Year 2016



This TRICARE Prime Travel Benefit (PTB) information is for non-active duty Prime patients, including active duty family members (ADFM)s, retirees and family members, enrolled to Naval Medical Center Portsmouth (NMCP) or one of the Tidewater Navy Branch Health or TRICARE Prime Clinics.

Patients enrolled to other military treatment facilities (MTFs) must contact their MTF's Travel Representative or Beneficiary Counseling and Assistance Coordinator (BCAC) for assistance.

Patients with a civilian primary care manager (PCM) must contact the Travel Benefit Program Manager at the TRICARE Regional Office - North (TRO-N) at 1-866-307-9749 prior to traveling.

- * The PTB provides reimbursement to certain Prime beneficiaries for reasonable travel expenses when referred by their PCM for covered, routine specialty care more than 100 miles (one-way) from their PCM's office. This may ONLY be used when the needed care is NOT available within 100 miles of the PCM's office.
- * Eligible beneficiaries include ADFMs enrolled in Prime or Prime Remote; retirees and family members enrolled in Prime; and Medal of Honor veterans and retirees with a combat-related disability. In some cases, one authorized non-medical attendant (NMA) may be authorized to accompany the patient.
- * Non-Medical Attendant Criteria.
 - * PCM Documentation indicating the medical need for an NMA.
 - * The NMA may be a parent, spouse, guardian or other adult family member, or a companion with a Power of Attorney; an NMA who is not the patient's parent or spouse, must be at least 21 years old.
- * Travel Authorization Requirements.
 - * Verification of TRICARE eligibility and TRICARE Prime enrollment.
 - * A PCM referral for covered services, justifying medical necessity and, if applicable, NMA medical necessity.
 - * Authorization from Health Net Federal Services (HNFS) for the specialty care.
- * Verification that the needed care is not available from a specialist within 100 miles of the PCM's office.
- * Proof that an appointment with the specialist has been scheduled.
- * Preauthorization is required. Failure to obtain prior approval and travel orders before travel will result in a denial of travel claims. Contact the NMCP PTB Coordinator to initiate a travel request.
- * Reimbursement of expenses requires proof the appointment was kept, and individual, itemized receipts for reasonable, authorized expenses:
 - * Transportation (fuel, tolls, parking; commercial; rental car; and taxi or shuttle). If government transportation is not available, the next least costly mode must be used. Commercial travel or a rental car requires preauthorization.
 - * Meals (including taxes and tips) and lodging (including taxes and fees).
 - * Lodging may be authorized if an overnight stay is medically-necessary, and may depend on travel distance/ time and time of the appointment.
 - * Expenses are reimbursed at the government per diem rate for the area where care is received.
 - * Reimbursement requests should be submitted to the Travel Office within five days of the completion of travel.

NMCP PTB Coordinator

BCAC Office, Building 249
Monday-Friday, 7 a.m. - 3:30 p.m.
(757) 953-2610/2611

NMCP Travel Authority

Travel Office, Bldg 250, Room 208
Monday-Friday, 7:30 a.m. - 4 p.m.
(757) 953-5545

Tidewater Health Benefit Advisors

Naval Medical Center Portsmouth
(757) 953-2610/2611

Branch Health Clinic (BHC) Dam Neck
953-9322

BHC Norfolk (Sewell's Point)
953-8708

BHC Little Creek (Boone)
953-8182

BHC NAS Oceana
953-3933 (option 7)

BHC NWS Yorktown
953-8441

TRICARE Prime Clinic (TPC) Chesapeake
953-6382

TPC Virginia Beach
953-6710/6711

McDonald Army Health Center
(757) 314-7748/7766/7777

USAF Hospital Langley
225-5111

USCG Training Center Yorktown
(757) 856-2230/2345

McDonald Army Health Center
Joint Base Langley-Eustis
Information: (757) 314-7500

Naval Medical Center Portsmouth
Naval Support Activity
Information: (757) 953-5000

USAF Hospital Langley
Joint Base Langley-Eustis
Information: (757) 225-7630

